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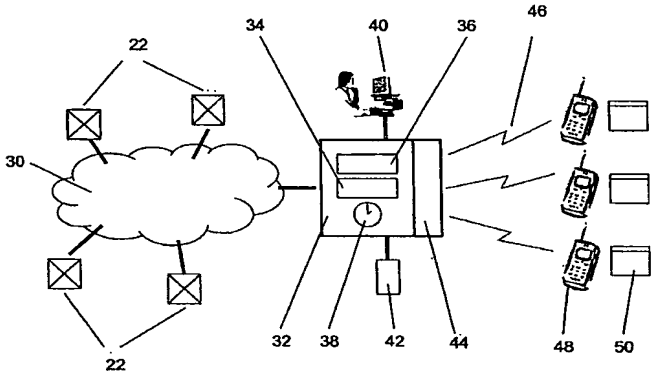
(54) Title: A QUEUE MANAGEMENT SYSTEM AND METHOD



(57) Abstract: The invention provides a queue management system and method for controlling the movement of a group of one or more people through a virtual queue line for a service. The system comprises registration means (50) for registering the group, the registration means comprising an information carrier (52) bearing a registration code and at least one ID tag (54) including ID details for the member(s) of the group. The registration means associates the registration code with an indication of group size and uniquely with the ID details. The system further comprises interface means (48) for enabling communications to and from the group, and a processor (32, 34) associated with the interface means and responsive to a communication from the group including; a communicator address and the registration code for generating a registration record for the group representing the group size, the ID details and the communicator address. The processor is arranged to receive a communication from the group requesting access to the virtual queue and to monitor the place of the group in the queue line and then trigger a summons signal when the group approaches or reaches the head of the queue line. The interface means is responsive to the summons signal for initiating a communication to the communicator address for summoning the group to the service. Access control apparatus (22) at the service reads the at least one ID tag and compares the ID details with the registration record in order to evaluate whether access to the service should be permitted or prevented.

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